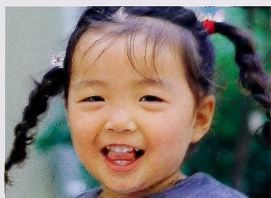
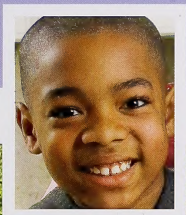


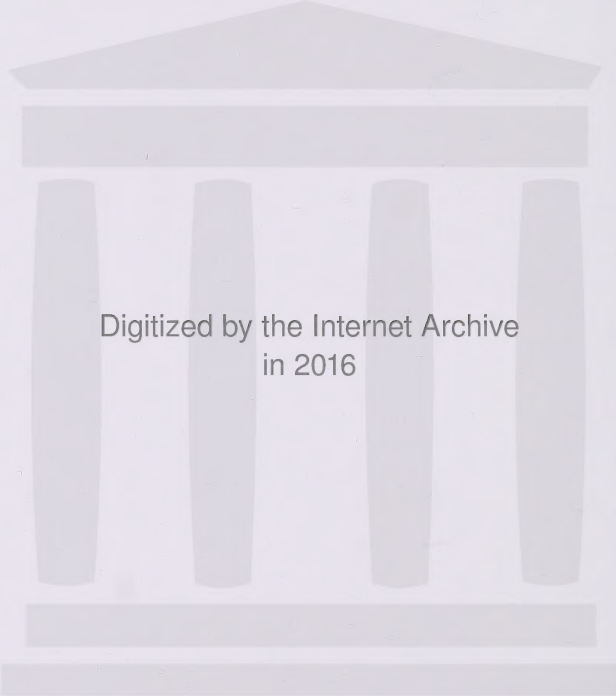
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Family Day Home

STANDARDS MANUAL





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CONTENTS

DEFINITIONS	1
Agency Coordinator.....	1
Agency/Family Day Home Agency.....	1
Approved Family Day Home/Provider	1
Child and Family Services Authority (CFSA)	1
Child Care	1
Child in Care.....	1
Consultant/Home Visitor	2
Contract	2
Criminal Record Check	2
Critical Incident.....	3
Family Day Home Service.....	3
Health Care	3
Investigation	3
Ministry	3
Residence.....	3
FAMILY DAY HOME PROGRAM DESCRIPTION	4
PURPOSE OF MANUAL	5
AUTHORITY	6
PART 1: CHILD AND FAMILY SERVICES AUTHORITY	
STANDARDS.....	7
Role	7
Objectives	7
Standard 1: Administration of Agency Contracts	8
PART 2: AGENCY STANDARDS	9
Role	9
Objectives	8
Standard 1: Staffing.....	10
Standard 1A: Agency Coordinator.....	10
Standard 1B: Consultant/Home Visitor.....	10
Standard 2: Caseloads and Monitoring.....	10
Standard 3: Criminal Record Checks	11

Standard 4: Recruitment of Family Day Home Providers...	12
Standard 5: Support for Family Day Home Providers.....	12
Standard 5A: Training.....	13
Standard 6: Agency Policies.....	14
Standard 6A: Backup Care.....	14
Standard 6B: Hours of Service.....	14
Standard 7: Services for Parents.....	15
Standard 7A: Placement Services	15
Standard 7B: Parent Involvement	16
Standard 7C: Information/Referral.....	16
Standard 8: Critical Incidents.....	16
PART 3: FAMILY DAY HOME STANDARDS	17
Role	17
Objectives	17
Standard 1: Insurance Coverage	17
Standard 1A: Liability.....	17
Standard 1B: Transportation.....	18
Standard 2: Children's Information Records.....	18
Standard 3: Portable Emergency Information Records.....	18
Standard 4: Family Day Home Provider Accommodations	19
Standard 4A: Residence	19
Standard 4B: Furnishings and Equipment	19
Standard 4C: Outdoor Play Space	20
Standard 5: Transportation and Outings	20
Standard 6: Number and Ages of Children.....	20
Standard 7: Child Care Program	21
Standard 8: Child Supervision.....	22
Standard 9: Child Guidance.....	23
Standard 10: Health and Safety	23
Standard 10A: Critical Incidents.....	23
Standard 10B: Home and Safety Checklist	24
Standard 10C: Illness.....	24
Standard 10D: Communicable Diseases	24
Standard 10E: Medical Conditions.....	25
Standard 10F: Medication	25
Standard 11: Smoking.....	25
Standard 12: Meals and Snacks	26

DEFINITIONS

Agency Coordinator An individual employed by the agency whose responsibilities include managing the administration and delivery of the family day home service.

Agency/Family Day Home Agency An individual, partnership or corporation that contracts with a Child and Family Services Authority to administer a family day home service.

Approved Family Day Home/Provider A provider who, under a contract with a Family Day Home agency, provides child care to children in a private residence.

Child and Family Services Authority (CFSA) A Child and Family Services Authority established under the *Child and Family Services Authorities Act*.

Child Care The temporary care and supervision of a child by an individual other than the child's parent or guardian.

Child in Care A child who is 0–12 years and is registered and placed in a family day home but is not:

- a child of the provider or of any resident of the family day home;
- under the guardianship of the provider or any other resident of the family day home; and
- normally a resident in the family day home.



Consultant/Home Visitor An individual contracted or employed by the agency to monitor approved family day home providers for compliance with the Family Day Home Standards and the provider's contract with the agency.

Contract A legal document outlining the terms and standards under which the family day home service operates.

Criminal Record Check Agency staff and family day home providers must provide results of a criminal record check to the agency, including vulnerable sector search, which may be processed at any police station or RCMP detachment and must be dated no earlier than six months prior to start of employment or contract. The criminal record check is the property of the individual requesting it. The law enforcement agency providing the criminal record check may charge a fee for this service.

Critical Incident An emergency or an unusual occurrence or event that affects a child's safety or that causes or has the potential to cause harm to a child's health or well-being.

Family Day Home Service The services provided by a Family Day Home Agency, including provider recruitment, approval, training, and monitoring; assistance to parents with choosing a home; enrolment and placement of children in homes; and possibly the collection of parent fees and payment of providers.

Health Care The health services administered by a physician or other medical professional for the treatment of illness or accidental injury.

Investigation A detailed and objective examination of past events, such as a critical incident.

Ministry The provincial Ministry of Children and Youth Services, which includes all Child and Family Services Authorities and their staff. The Ministry is responsible for setting standards and requirements for the operation of family day home services and for the care of children.

Residence The place where the approved family day home provider lives and operates the family day home service. Where there is more than one family day home in a location, such as an apartment building, a duplex, or a house with a basement suite, it must be clear that each residence is separate or self-contained and that children are not grouped together (i.e., there is no space sharing).

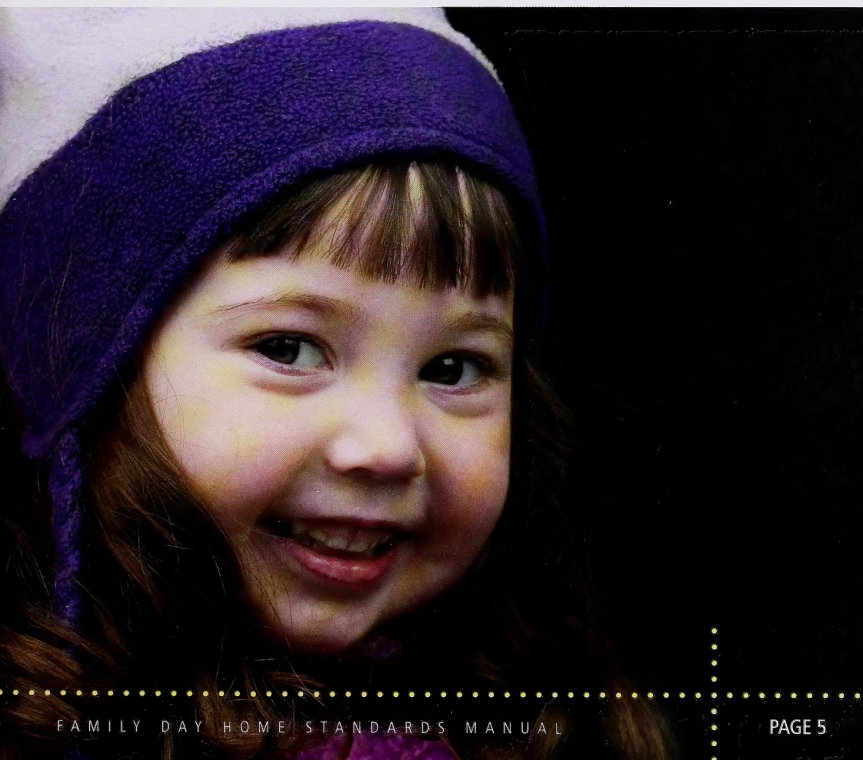
FAMILY DAY HOME PROGRAM DESCRIPTION

A family day home is one of the child care options available to parents in Alberta. Family day homes provide child care for children 0–12 years old in the private residences of the providers. Child and Family Services Authorities (CFSAs) contract with and approve agencies or individual family day home providers for the purposes of ensuring that children using an approved family day home service are healthy and safe. Approved agencies and providers operate according to Ministry standards.

PURPOSE OF MANUAL

This manual contains the minimum Ministry standards for operating an approved family day home service for the purposes of providing child care to children.

The CFSA contracts with the agency, or with the family day home provider if no agency is available, to monitor compliance to these Ministry standards.



AUTHORITY

Operating under the legal authority of the *Child Care Licensing Act*, these standards describe the roles, objectives, responsibilities and expectations for the CFSA, agency and approved family day home provider.



PART 1:

CHILD AND FAMILY SERVICES AUTHORITY STANDARDS

Role

The CFSA contracts with the agency to recruit, approve and offer training and support to individual family day home providers and to monitor compliance to Ministry standards.

Family day home providers have a contract with an agency (or in some cases, directly with the CFSA) for the purposes of offering child care. Where there is no agency available, the CFSA may fulfil the responsibilities of an agency and contract with individual providers to offer family day home services.

The CFSA monitors the agency to ensure that standards are met and that complaints and critical incidents are properly investigated. CFSA's monitor agency performance by reviewing the operations, activities, records and the care in providers' homes according to these standards and the terms of the contract.

Objectives

The CFSA aims to:

- establish contracts with agencies to recruit, approve, train and support, and monitor family day home providers; and
- assist eligible parents choosing family day homes to access the Child Care Subsidy program.

The CFSA is not obligated to contract with any party. A contract may be signed with an agency when the CFSA is satisfied that:

- funding is available to pay the Family Day Home agency;

- the service is needed in the community; and
- the agency and the principals in the agency have met the requirements for a contract as per Ministry contract policies.

Standard 1 Administration of Agency Contracts

All contracts between a CFSA and an agency must comply with the Ministry's financial policies including its contract policy.

The primary purpose of a contract between the CFSA and an agency is for the agency to recruit, approve and monitor family day home providers, and to provide support and training to those providers.

At least once per year, CFSA staff must visit all agencies and must inspect a minimum of 10% of each agency's individual family day home providers during the provider's regular operating hours for the purposes of determining compliance with Ministry standards.

PART 2:

AGENCY STANDARDS

Role

The mandate of contracted agencies and approved family day home providers is to offer a quality child care service in a family environment that meets the needs of children and families within the community. CFSA's may choose not to contract with an organization to fulfil the role of the agency. In these cases, the CFSA is expected to fulfil the responsibilities of the agency.

Agencies:

- are responsible for fulfilling the obligations in their contract with the CFSA and for complying with the standards for agency operation and care of children;
- recruit, approve and contract with providers who are able and willing to meet Ministry standards;
- provide training and support to providers;
- monitor their providers for compliance with Ministry standards; and
- investigate complaints and critical incidents.

Objectives

The objectives of the agency are to:

- recruit, approve and contract with family day home providers who can meet Ministry standards for family day home providers;
- assist parents in finding a family day home suitable for their child and family's needs; and
- administer the Child Care Subsidy program on behalf of enrolled parents.

Standard 1 Staffing

Staff is important to meeting the objectives of the agency. At a minimum, agencies must have one staff that fulfils the responsibilities of both the agency coordinator and consultant.

Standard 1A: Agency Coordinator

Agencies must have an individual who manages the day-to-day operation of the family day home service. The coordinator is responsible for administering the program and acting as a contact person for families in the community.

Standard 1B: Consultant/Home Visitor

Agencies must have an individual who is responsible for the recruitment, approval, training and support, and monitoring of providers. This person must have a current first aid certificate and demonstrated skills and knowledge in:

- offering training to providers;
- child development and child care;
- assessment of provider competencies; and
- assessment of family day home environment.

Standard 2 Caseloads and Monitoring

Agencies must monitor all active providers a minimum of six times per year with both scheduled and unscheduled appointments. Two of the six appointments are for the purpose of safety checks, and these two appointments can be scheduled and/or unscheduled. Agencies may visit providers more than six times per year if needed. The visits monitor compliance to Ministry standards and offer program support. The agency must take appropriate and timely action to ensure compliance with Ministry standards.

The frequency, content and duration of home visits must be reasonable given the provider's experience and need for training, and support and monitoring; the number, age, and needs of children in care; and the agency's history with the provider.

During visits, consultants/home visitors review the following:

- physical facility, including indoor and outdoor space, toys, furnishings and equipment;
- provider performance, including supervision of children, activities, daily routine and child guidance practices;
- safety, health and emergency provisions, including health and safety checklist;
- home environment, including the influence of other children or adults who may be in the home while children are in care; and
- development and behaviour of children in care, including interactions between children and between child and provider.

Standard 3 Criminal Record Checks

All staff contracted and employed by the agency, including family day home providers, must:

- provide a current criminal record check, including vulnerable sector search, dated no earlier than six months prior to start of contract or employment; and
- update their criminal record check, including vulnerable sector search, every three years.



Standard 4

Recruitment of Family Day Home Providers

Agencies recruit providers who are willing and able to meet Ministry standards for family day home providers.

Recruitment and screening must include two home inspections before initiating the service, with the objective of assessing the suitability of potential providers to meet Ministry standards in their home environments. The inspections must include everyone living in the residence.

Agencies must require that family day home provider applicants provide the following items prior to approval.

1. A completed criminal record check, including vulnerable sector search, for the applicant and anyone who is 18 years old or older, and who either resides with the provider in the proposed family day home or may be in the provider's home regularly during the provider's regular operating hours.
2. A statement signed by the applicant disclosing any prior criminal offense of any person younger than 18 years old who resides with the provider in the proposed family day home.
3. Three satisfactory personal references from non-relatives that corroborate the provider's suitability for working with children.
4. A physician's note that states the applicant is mentally and physically able to care for children.

Standard 5

Support for Family Day Home Providers

Agencies support family day home providers through training, consultation, information sharing and problem-solving during home visits or other contacts.

Agencies must have a plan in place to create opportunities to bring family day home providers together for training, consultation, information sharing or problem-solving to reduce provider isolation.

Standard 5A: Training

Agencies offer training to family day home providers and, where appropriate, agency staff. Training methods include orientation sessions, courses, conferences, workshops, home visits, and individual study (e.g., online, DVDs).

Wherever possible, agencies assist family day home providers in developing and executing professional development plans to complete training that includes but is not limited to:

- first aid certification (required for all providers);
- cleaning and sanitizing;
- hand washing;
- diapering;
- poison control;
- sleeping and Sudden Infant Death Syndrome (SIDS);
- child development;
- child abuse and neglect;
- child guidance;
- the dynamics of all forms of family violence and its impact on children;
- behaviour management;
- managing serious incidents;
- cultural training and sensitivity for respectful work with Aboriginal children and families, and with children and families from other cultures;
- training and sensitivity for respectful work with children with disabilities;
- community resources; and
- working with parents.



Standard 6 **Agency Policies**

Agencies must have documented policies and procedures for their providers regarding the following:

- information records (including establishment, maintenance, storage, and disposal of records);
- caseloads and monitoring;
- parent involvement;
- health and safety requirements (including requirements of the home and safety checklist);
- critical incident and investigation procedures;
- transportation and outings;
- administration of medications;
- backup care; and
- hours of service and extended hours.

Standard 6A: Backup Care

Wherever possible, agencies establish a system of backup care for their contracted providers to ensure there are alternate arrangements when a provider is unavailable to care for children. The parent must give prior approval for all backup care arrangements.

In approving a substitute provider for the purpose of backup care, the agency must be satisfied that the individual can meet Ministry standards for family day home providers.

Standard 6B: Hours of Service

Agency policy must require that family day home providers explicitly communicate their regular hours of service to both the agency and parents in a written statement.

Care provided to children outside regular hours of service is a private arrangement between the family day home provider and the parent. Minimum requirements for extended care hours are as follows.

- No provider shall offer child care for a child for a period longer than 18 hours in any 24 hours without prior written notification to the agency.
- A provider offering child care to a child for a period longer than 18 hours in any 24 hours must provide that child with time for sleeping.
- In such cases, the provider must give each child his or her own bedding and sleeping accommodations that meet the child's developmental needs. Male and female school-aged children must sleep in separate rooms.
- A provider offering extended care is required to provide the child with facilities for bathing or showering. Children must be bathed individually and supervised according to developmental needs.

Standard 7 Services for Parents

Agencies assist parents in finding a family day home provider, enrolling children and accessing other community supports and services.

Standard 7A: Placement Services

Agencies assist parents in enrolling their children with a suitable provider and resolving any issues. Before placing a child in a provider's home, the agency must complete an application and placement process.

In the placement process, agencies must:

- communicate with parents to determine their personal preferences and criteria for child care (e.g., location, pets, hours of care required);
- provide a list of potentially suitable homes for the parents to assess;
- coordinate pre-placement contact between the parent, provider and child; and
- upon acceptance of placement by all parties, obtain information required in the parent contract.

Standard 7B: Parent Involvement

Agencies must obtain written consent from the parent for their children to participate in off-site program activities. Agencies must also obtain written authorization for the family day home provider to administer children's medications, when applicable.

Agencies must provide parents with a handbook outlining how parents will be involved and how the family day home provider will use community services and resources. The handbook must outline:

- the program philosophy and the child guidance methods it employs;
- how parents will be involved in decisions related to their children's care; and
- how parents will be informed about scheduled activities, events and menus.

Standard 7C: Information/Referral

Agencies give parents information and assistance for choosing and using family day home services. Agencies refer parents to other services and resources as needed.

Standard 8 Critical Incidents

Providers must report critical incidents, serious injuries and deaths to the agency as soon as possible after emergency and medical assistance is obtained and parents have been notified. Agencies must report all critical incidents where a child's health and safety is compromised, including emergencies and accidents reported to police services, and to the CFSA within 24 hours.

Agencies must have policies and procedures in place for receiving, recording and investigating complaints, reports of critical incidents, emergencies or communicable diseases. The policy must state, at a minimum, that:

- the child's parent or emergency contact must be notified immediately; and
- communicable diseases are reported to the Regional Health Authority.

PART 3:

FAMILY DAY HOME STANDARDS

Role

Family day home providers are responsible for:

- the safety, health and well-being of children in their care; and
- complying with Ministry standards for family day home providers.

Objectives

Family day homes exist to:

- offer parents the option of a formal child care service in a family home setting where care is monitored to ensure it meets established standards, and where parents can access assistance with fees through the Child Care Subsidy program;
- support parents who are employed, looking for work, going to school or requiring care based on the special needs of the child or parent; and
- ensure that children's health, safety and well-being are protected.

Standard 1 Insurance Coverage

All providers must have adequate insurance policies.

Standard 1A: Liability

All providers must have liability coverage for no less than \$2,000,000 per occurrence.

Providers should obtain a comprehensive all-risks basic homeowner's insurance policy. Insurers may offer a child care

liability extension on an existing homeowner's policy. Expensive and fragile items should be insured under a personal property floater.

Standard 1B: Transportation

All providers who transport children must obtain automobile liability insurance coverage at a minimum of \$1,000,000 per occurrence.

Standard 2 Children's Information Records

Providers must maintain up-to-date records for each child, including:

- child's name and date of birth;
- completed enrolment form;
- parent's name, home address, work address, home telephone number and work telephone number;
- one emergency contact name and telephone number(s); and
- daily attendance details including arrival and departure times.

Records must include information about any health care provided to the child, including written consent of the child's parent to provide or allow for health care while in the provider's care.

Records must include any other relevant health information about the child provided by the child's parents, including immunizations and allergies.

Records must be kept by the agency for a minimum of two years.

Standard 3 Portable Emergency Information Records

Providers must maintain a complete, portable record for each child in care, which must be taken on all outings and must include:

- child's name and date of birth;
- parent's name, home address, work address, home telephone number and work telephone number;
- one emergency contact name and telephone number(s); and
- relevant health information including medical condition(s).

Standard 4

Family Day Home Provider Accommodations

The provider's residence must have sufficient space for the developmental activities of the children in care.

Standard 4A: Residence

The residence must be in good repair. Space must be adequate to accommodate the following requirements:

- windows in every room used by children;
- adequate heat, light and ventilation;
- clean, comfortable surroundings; and
- sufficient space for developmental activities of children in care.

Standard 4B: Furnishings and Equipment

The family day home provider's furnishings and equipment must be age appropriate. Toys, equipment, materials and furnishings must be of sufficient variety and quantity for the number and ages of children in the care of the provider. Toys, equipment and materials should be organized and accessible so that children can make their own selections.

Furniture and equipment must:

- meet federal and provincial product safety standards and are used only as recommended by the manufacturer; and
- include individual personal care items for each child, including bed, mat or mattress with bedding.

Infant and toddler furnishings and equipment must:

- meet federal and provincial product safety standards and are used only as recommended by the manufacturer; and

- include safety gates, crib, high chair, toilet seat or potty, stroller or carriage, and car seat.

Diapering arrangements must ensure:

- a change table or individual change pads for each child; and
- children are diapered in a location that allows appropriate supervision of other children.

Standard 4C: Outdoor Play Space

If the outdoor play space is:

- a community playground, it must be within safe and easy walking distance from the provider's residence; and
- part of the provider's private residence, it must be securely enclosed.

Standard 5 Transportation and Outings

Providers must have the parent's written permission to transport their child, or permission must be written into the parent contract.

Parents must be advised of their children's outings, including transportation and supervision arrangements.

Standard 6 Number and Ages of Children

Providers may care for a maximum of six children 0–12 years old, including their own children.

A maximum of three children may be under 36 months.

A maximum of two children may be under 24 months.

Standard 7 Child Care Program

The family day home provider plans and implements a daily program of activities that is consistent with the agency's philosophy and is developmentally appropriate for the ages of the children.

The daily program, which includes both indoor and outdoor activities, should be made available to parents or consultants/home visitors who ask to see it.

Children with special needs require activities and experiences adapted to their needs and abilities.

The daily program ensures children's developmental needs are met, including:

- emotional and psychological;
- physical and nutritional;
- intellectual; and
- creative and social.



Standard 8 Child Supervision

Children receive developmentally appropriate supervision at all times.

AGE OF CHILD	LEVEL OF SUPERVISION REQUIRED
up to 19 months old	• within provider's sight at all times, unless the children are napping, in which case, an infant monitor may be used
20 months to 4 years	• not allowed to use outdoor play space without supervision • must be within hearing distance at all times • must always be on the same floor as the provider (in residences where applicable) • provider physically goes to check every 3–5 minutes
5 years to 8 years	• may use outdoor play space without supervision if they are within sight of the provider (e.g., through a window) • provider physically goes to check every 5–10 minutes
9 years to 12 years	• may be allowed more freedom within the residence and in the provider's private outdoor play space • provider must know where children are at all times • provider physically goes to check every 5–10 minutes



Standard 9 Child Guidance

Providers must use a positive approach to child guidance. The approach is discussed with the child's parents. The child guidance methods used by the provider are consistent with both the parent handbook and agency policies and are explicitly communicated in a written statement to the:

- parents; and
- children, when developmentally appropriate.

Any child guidance action taken is to be reasonable given the circumstances and must never:

- inflict or threaten to inflict any form of physical punishment, verbal or physical degradation, or emotional deprivation;
- deny or threaten to deny any basic necessity; or
- use or permit the use of any form of physical restraint, confinement or isolation.

Standard 10 Health and Safety

If a child sustains an injury, or there is a critical incident that requires medical treatment, emergency services personnel, police or RCMP, or there is in any way an unusual or unexpected occurrence, providers must:

- immediately notify the parent or emergency contact if the parent is unavailable;
- notify the agency within 24 hours after the occurrence and complete a report; and
- participate in investigations as required.

Standard 10A: Critical Incidents

Providers must report critical incidents to the agency as soon as possible after emergency and medical assistance is obtained and parents have been notified.

Standard 10B: Home and Safety Checklist

- In accordance with agency policies, providers must have written emergency plans for evacuation procedures and an evacuation route.
- Providers must have a home and safety checklist completed, and any outstanding requirements must be corrected prior to accepting children.
- All children who are developmentally able must know the designated meeting place outside the home in the event of a fire.
- Fire drills must be practised and recorded monthly. It is recommended that the drills include the sounding of the smoke alarm so that children learn to recognize the sound and connect it with the practiced evacuation.
- A working telephone is required at all times.
- Providers must know the procedure for calling for help.
- All medications and vitamins must be kept under lock and key.
- All chemicals, alcohol, personal care products and household cleaning products must be stored inaccessible to children.

Standard 10C: Illness

In the case of a non-critical incident, when a provider recognizes that a child is ill, the provider must:

- notify the parent as soon as possible;
- keep the child comfortable;
- keep the sick child as far away as is practical from other children; and
- obtain medical assistance where indicated.

Standard 10D: Communicable Diseases

If the provider or someone who resides in the family day home residence or children participating in the family day home service come into contact with a communicable disease (e.g., measles, mumps), the provider must notify the agency within 24 hours.

Standard 10E: Medical Conditions

Providers:

- must consult with the parent about special handling of children with medical conditions (e.g., allergies, diabetes, asthma, eczema, epilepsy); and
- may require special instruction or training from medical personnel on how to handle certain conditions or medical emergencies (e.g., asthma attack, administering insulin).

Standard 10F: Medication

Providers may administer medications, including prescription and non-prescription drugs, emergency medications and herbal remedies, when the:

- provider has written consent of the child's parent;
- medication is in its original container; and
- medication is administered according to the label directions.

When emergency medications are used to treat allergies, providers must be able to recognize the allergy symptoms and know how and when to administer the medication. Emergency medications must be available for the child at all times, including on outings.

In all cases where medications are administered, providers must record the name of medication, time and dose administered, and initials of the person who administered the medication.

All medications must be locked up, excluding emergency medications (such as an EpiPen®) that must be stored in an area that is inaccessible to children.

Standard 11 Smoking

Smoking is not permitted on the premises of the family day home during hours that children are being cared for. Smoking is not permitted at any time or in any place where children are being cared for, including off-site areas and during field trips or other program-related activities.

Standard 12 Meals and Snacks

Providers serve meals and snacks at appropriate times, in sufficient quantities, and in accordance with each child's needs including allergies and special diets.

- Meals and snacks are in accordance with Canada's Food Guide.
- Menus should be available daily to parents or consultants/home visitors.
- Provider must ensure the manner in which children are fed is appropriate to age and level of development.
- Children should be seated while eating and drinking.
- No beverages should be given to children while napping.
- Parent of infants must supply infant food (including special dietary requirements).

LENGTH OF TIME IN CARE	MEAL OR SNACK REQUIRED
2 to 4 hours	1 snack
4 to 6 hours	1 meal and 1 snack
6 to 8 hours	1 meal and 2 snacks
More than 8 hours	2 meals and 2 snacks





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Family Day Home

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Alberta